



# Coaching Into Care

## VA Family Call Center

888-823-7458 | Monday – Friday, 8am – 8:00pm EST

Coaching Into Care is a national telephone-based VA support service for family members and others who want to help reluctant Veterans access their VA health care, particularly for mental health issues.

### About Coaching Into Care

- **Purpose:** To help family members and other loved ones encourage distressed Veterans to access VA Care successfully anywhere in the United States
- **Type of help provided:** Coaching Into Care is another “door” to VA care. We provide support and problem solving assistance for family members and others concerned about a Veteran, coaching with family members about how to talk to Veterans about seeking VA care, referrals for care for Veterans and family members, and information about available programs or enrolling in VA Care
- Veterans and their family members already well-connected to VA care should work with their local providers rather than calling Coaching Into Care
- Support for Coaching Into Care is provided by the Department of Veterans Affairs
- Coaching Into Care staff coordinate with the Iraq and Afghanistan Veterans Program Managers and Points of

Contact in VA Medical Centers, Vet Centers, the National Veterans Crisis Line, the VA Caregiver Support Line, and the VA National Center for PTSD

- **Locations of call center personnel:** Philadelphia, PA, Durham, NC, and Los Angeles, CA
- **Leadership:** National and Pennsylvania Site Director, Steven L. Sayers, Ph.D.; Training Director, Tanya Hess, Ph.D.; North Carolina Site Director, Cindy Swinkels, Ph.D.; California Site Director, Marleen Urbaitis, Ph.D.

### Reach Out to Us

- **Phone:** (888) 823-7458, Monday – Friday, 8:00am – 8:00pm Eastern Time
- **Email:** [CoachingIntoCare@va.gov](mailto:CoachingIntoCare@va.gov)
- **Web:** [www.va.gov/coachingintocare](http://www.va.gov/coachingintocare)
- **For immediate crises:** Family members or Veterans should still contact the Veterans Crisis Line, (800) 273-8255, press 1 for Veterans

VA



U.S. Department  
of Veterans Affairs

[www.va.gov/coachingintocare](http://www.va.gov/coachingintocare)